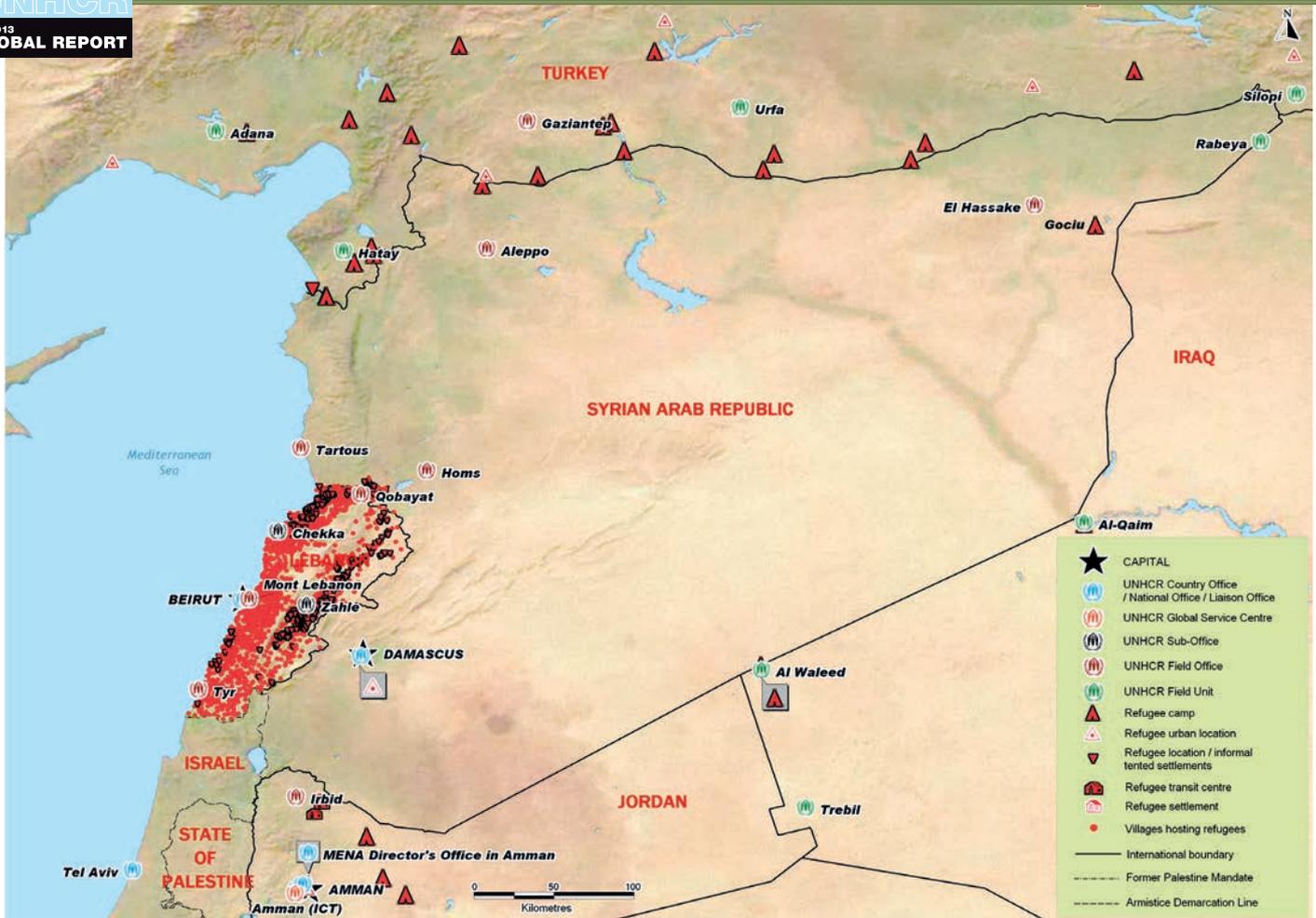


# SYRIAN ARAB REPUBLIC



## Overview

### Operational highlights

- Despite escalating violence throughout the Syrian Arab Republic (Syria), UNHCR assisted internally displaced people (IDPs) by expanding its presence in key locations and enhancing its logistical capacity to reach IDPs with core relief items (CRIs) in all 14 governorates. Close to 3.4 million IDPs were assisted with CRIs by UNHCR and its partners, including across front lines and in difficult-to-access areas, with additional items which were provided for the harsh winter season.
- As one of the largest humanitarian agencies in Syria, UNHCR played a key role in

coordinating the international humanitarian response, notably leading the inter-agency response in two sectors: protection/community services and shelter/non-food items (NFIs).

- To protect IDPs, refugees and asylum-seekers, UNHCR focused particularly on community-based initiatives. It worked to expand and empower a network of local organizations capable of delivering humanitarian assistance and services to the most vulnerable. Overall, nearly 173,600 people of concern benefitted from activities that ranged from child protection, counselling on documentation,

### UNHCR's presence | 2013

Number of offices	5
<b>Total personnel</b>	<b>367</b>
International staff	32
National staff	153
Others	182

assistance for survivors of sexual and gender-based violence (SGBV) and capacity building.

- With the near-collapse of basic services in parts of the country, the organization enabled more than 991,000 IDPs to access primary health care, outreach services, medicine, medical equipment and devices, mental health and psychological support, and gain awareness of health

issues. Moreover, at least 13,000 IDPs and refugees attended remedial classes and nearly 7,000 received vocational training.

- The rehabilitation of 92 collective shelters improved living conditions for some 31,000 IDPs, including women, children, the elderly and people with disabilities. Another 2,600 IDPs benefitted from private shelter upgrades.
- The Syrian Government was repeatedly called upon by the United Nations to facilitate access to locations for the delivery of humanitarian assistance. UNHCR coordinated, at the line ministry level, as well as

with the Syrian Arab Red Crescent (SARC) and through the Ministry of Foreign Affairs, inter-agency responses in the areas of NFIs, shelter, education, health and cash assistance.

- UNHCR continued to provide targeted cash assistance for some tens of thousands of refugees in need of food and 9,200 refugee children needing support to continue their education.
- Having called for international support to help provide durable solutions for refugees trapped inside Syria, the organization helped 5,600 refugees resettle or reunite with their families.

## People of concern

A growing number of Syrians were becoming internally displaced as a result of violence, including many who had lost family members, seen their houses destroyed, and lost their only source of income. The estimated number of IDPs in Syria went up from 2 million at the start of 2013 to 6.5 million by year-end.

In addition, there were over 33,000 registered refugees and asylum-seekers in Syria at the end of 2013 – 40,000 fewer than in 2012 (largely attributable to the conflict). Many were Iraqis who had fled their country between 2007 and 2011, as well as groups of Afghans, Palestinians, Somalis and Sudanese.

Type of population	Origin	Total	Of whom assisted by UNHCR	Per cent female	Per cent under 18
<b>Refugees*</b>	Iraq	146,200	28,300	52	38
	Afghanistan	1,100	1,100	49	39
	Somalia	1,000	1,000	62	42
	Sudan	500	500	43	51
	Various	400	400	57	31
<b>Asylum-seekers</b>	Iraq	900	900	43	34
	Sudan	600	500	39	48
	Afghanistan	160	160	39	42
	Islamic Rep. of Iran	130	130	38	57
	Various	700	700	48	38
<b>IDPs</b>	Syrian Arab Rep.	6,520,800	3,389,000	-	-
<b>Stateless</b>	Stateless persons	160,000	-	-	-
<b>Returnees (refugees)</b>	Turkey	140,800	-	-	-
	Various	10	-	-	-
<b>Total</b>		<b>6,973,300</b>	<b>3,422,690</b>		

\* Refugee figure for Iraqis is Government estimate. Demographic breakdown refers to registered refugees only.

# | Results in 2013 |

## Achievements and impact

The following matrix contains examples of objectives and targets set for UNHCR's programme interventions in this operation in 2013. Short commentaries on the

end-year results and impact on people of concern are provided, including indications of why targets may not have been met.

2013 activities	People of concern (PoC)	2013 comprehensive target	2013 year-end result
<b>SECURITY FROM VIOLENCE AND EXPLOITATION</b>			
<b>Risk of sexual and gender-based violence (SGBV) reduced and quality of response improved</b>			
<p><b>Result/impact:</b> SGBV case management for refugee survivors was mainly undertaken by UNHCR, which carried out individual interviews and ensured referral to available services. A close follow-up system was established to ensure the well-being of survivors and access to services, delivered mainly through two established centres in Damascus. Legal aid services were made available to survivors and women at high risk of SGBV.</p> <p><b>Gap:</b> Security conditions in the country limited regular access to PoC, who were particularly cautious to avoid moving too far from their place of residence.</p>			
# of people counselled	Refugees and asylum-seekers in Syria	700	182
# of survivors or victims' families receiving legal assistance	Refugees and asylum-seekers in Syria	300	275
<b>Protection of children strengthened</b>			
<p><b>Result/impact:</b> With UNHCR assistance, implementing partners enhanced their capacity to prevent and respond to SGBV affecting children, as well as to provide direct assistance and multi-sectoral responses in complex cases.</p> <p>Such capacity-building initiatives focused on child protection supported 70 frontline workers of 15 NGOs in different governorates in Syria.</p>			
# of partner and government staff provided with general training on child protection and children's rights	All populations of concern	50	70
<b>FAIR PROTECTION PROCESSES AND DOCUMENTATION</b>			
<b>Quality of registration and profiling improved or maintained</b>			
<p><b>Result/impact:</b> In 2013, UNHCR continued to take full responsibility for the registration of refugees and asylum-seekers in Syria in the absence of government registration procedures. Individual registration provided refugees with related documentation, allowing them access to services such as food, financial and medical assistance, and durable solutions for a small number. The continuous verification of refugees' presence in the country provided credible information on refugees residing in the country of asylum and in need of protection, thus feeding into planning and delivery of services.</p>			
Standard operating procedures in place for registration procedure	Refugees and asylum-seekers in Syria	Yes	Yes
# of eligible cases identified and registered	Refugees and asylum-seekers in Syria	7,800	539
<b>BASIC NEEDS AND ESSENTIAL SERVICES</b>			
<b>Services for persons with specific needs strengthened</b>			
<p><b>Result/impact:</b> More than 15,000 refugee and asylum-seeking families received monthly cash assistance and some 39,656 affected Syrian families benefitted from one-time cash grants for winterization or education purposes. IDP families received assistance through one-time grants, equivalent to USD 150, to meet the most critical needs not covered by other types of assistance.</p> <p><b>Gap:</b> Funding limited how much financial assistance UNHCR could provide, as did security conditions, which affected access to IDPs in need of material assistance.</p>			
# of families with specific needs receiving cash grants	Refugees and asylum-seekers in Syria	11,000	15,765
	IDPs and affected populations	20,000	39,656

2013 activities	People of concern (PoC)	2013 comprehensive target	2013 year-end result
<b>Population has adequate quantities of basic and domestic items</b>			
<b>Result/impact:</b> Approximately 677,800 IDP families received core relief items across the country in 2013.			
<b>Gap:</b> While UNHCR exceeded its material assistance target for 2013, the growth in IDP numbers, and humanitarian needs in the country overall, far surpassed what was available.			
<b># of people receiving individual support</b>	<b>IDPs and affected populations</b>	<b>3,000,000 individuals/ 600,000 families</b>	<b>3,389,000 individuals/ 677,800 families</b>
<b>Food security improved</b>			
<b>Result/impact:</b> Some 71,500 refugees and asylum-seekers had been identified for cash-for-food assistance at the start of 2013. However, with numbers gradually decreasing to just below 33,700 by year-end, owing to onward movements, returns and resettlement, UNHCR provided cash for food to an overall average of some 48,000 individuals throughout the year.			
Owing to the deteriorating humanitarian situation in Damascus and Rural Damascus, where the majority of refugees lived, UNHCR provided such assistance to all registered refugees and asylum-seekers to compensate for the shrinking labour market and reduction in livelihood opportunities.			
<b># of refugee families receiving cash-for-food</b>	<b>Refugees and asylum-seekers in Syria</b>	<b>71,500 individuals</b>	<b>48,174 individuals</b>
<b>Population has optimal access to education</b>			
<b>Result/impact:</b> Remedial classes benefitted 17,500 refugee and Syrian children who had dropped out of school, while special classes targeted up to 1,000 refugee children with learning and psychological and social difficulties.			
In 2013, UNHCR began educational activities and programmes targeting IDPs and affected populations in Syria. This included the distribution of school kits and the rehabilitation of schools.			
<b># of people with specific needs receiving formal or non-formal education</b>	<b>IDPs and affected populations</b>	<b>3,000</b>	<b>3,000</b>
	<b>Refugees and asylum-seekers in Syria</b>	<b>6,000</b>	<b>14,576</b>
<b>COMMUNITY EMPOWERMENT AND SELF-RELIANCE</b>			
<b>Community mobilization strengthened and expanded</b>			
<b>Result/impact:</b> Services were increasingly decentralized to promote local responses tailored to community needs, through networks bringing together refugee outreach volunteers and local partners. The outreach programme continued to prove a very important tool for empowering women – the majority of volunteers being themselves women at risk. By the end of 2013, UNHCR still had 43 outreach volunteers working in 10 areas of Damascus and Rural Damascus.			
<b>Gap:</b> Insecurity limited regular access to PoC, who avoided moving far from their places of residence.			
<b># of instances of participatory monitoring and evaluation</b>	<b>Refugees and asylum-seekers in Syria</b>	<b>300</b>	<b>250</b>
<b>Self-reliance and livelihoods opportunities improved</b>			
<b>Result/impact:</b> The deteriorating economic situation caused many IDPs to lose their source of income. They lacked the means to meet the needs of their families and were dependent on assistance; this vulnerability put them at high risk of exploitation. UNHCR-sponsored vocational training and small income-generating activities supported skills development and facilitated employment opportunities for IDPs.			
<b>Gap:</b> UNHCR was unable to reach its target due to deteriorating security conditions in Syria.			
<b># of PoC provided with vocational training</b>	<b>IDPs and affected populations</b>	<b>5,000</b>	<b>3,153</b>
<b>DURABLE SOLUTIONS</b>			
<b>The potential for resettlement is realized</b>			
<b>Result/impact:</b> Some 700 families were submitted for resettlement and the departure of over 4,000 individuals facilitated.			
<b># of resettlement registration forms submitted</b>	<b>Refugees and asylum-seekers in Syria</b>	<b>1,000</b>	<b>742</b>
<b># of people for whom UNHCR made interventions to facilitate their departure</b>	<b>Refugees and asylum-seekers in Syria</b>	<b>3,500</b>	<b>4,191</b>

## Partners

### Implementing partners

#### Government agencies:

Al Bassel Heart Institute, General Assembly of Damascus Hospital, Governorate of Hassakeh, Ministry of Higher Education, Ministry of Local Administration and Environment

#### NGOs:

Al Batoul Charity, Al Nada Development, Al Taalouf Charity Association, Danish Refugee Council, Greek Orthodox Patriarchate of Antioch and All the East, International Medical Corps, Patriarchate of Roman Catholics, *Première Urgence-Aide Médicale Internationale*, *Secours Islamique* – France, Syrian Arab Red Crescent, The Syria Trust for Development, Syrian Society for Social Development

#### Others:

UN-Habitat, UNOPS

### Operational partners

#### Government agencies:

Ministry of Education, Ministry of Health, Ministry of Labour and Social Affairs

#### NGOs:

*Action Contre La Faim* – Spain, Oxfam GB, *Terre des Hommes* – Italy

#### Others:

FAO, UNDP, UNICEF, UNMAS, UNRWA, WFP, WHO

## Assessment of results

In 2013, the Office reached almost 3.4 million displaced Syrians – providing CRIs to people in all 14 governorates of Syria, while 92 collective shelters were rehabilitated and nine community centres were opened, enhancing living conditions for those accessing them. In addition to the protection value of these interventions, more than 170,000 people were reached with a range of UNHCR protection-related activities, including direct assistance to 48,000 extremely vulnerable refugees in the form of cash for food.

The organization faced many challenges, including establishing new partnerships with local organizations, due to administrative restrictions and limited project management ability by partners. The greatest challenge, however, remained the volatile security situation, as shifting lines of conflict caused repetitive displacement and created difficulties for aid agencies attempting to access and assist IDPs. The conflict also impaired people's access to essential services, resulted in a lack of basic infrastructure, and made assessing and monitoring projects difficult. In addition, the rise in mortar attacks, shelling and improvised explosive device threats in many areas, including the locations of UN hubs and UNHCR offices, made staff safety a particular concern.

## Working with others

UNHCR sought to expand humanitarian space in order to regularly provide assistance to people of concern in areas that were difficult to access, whether under government control or not. However, procedures could not overcome frequent obstacles and delays – such as physical checkpoints, visa requirements for international staff, and approval procedures for new UN hubs to be established in several locations.

The organization continued to rely on its implementing partners, chiefly the Syrian Arab Red Crescent, and a range of national and international NGOs, to deliver humanitarian assistance country-wide.

As the lead agency in two sectors – protection/community services and shelter/NFIs, UNHCR worked closely with other UN sister organizations, NGOs, and government bodies. It was also an active member of the health and education sectors, contributing significantly to the OCHA-coordinated 2013 Syria Humanitarian Assistance Response Plan (SHARP).

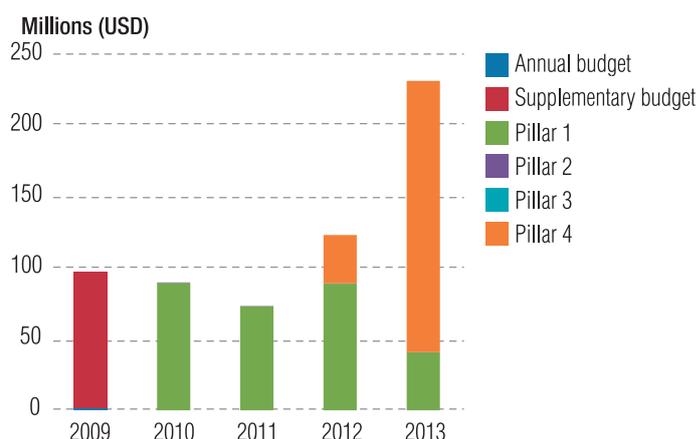
The organization also participated in inter-agency missions and convoys, and collaborated closely with UNICEF on issues of protection and education, and with WFP on logistics.

# Financial information

## Expenditure in Syrian Arab Republic | 2009 to 2013

The 2013 comprehensive budget for UNHCR's operation in Syria was set at USD 317.9 million, a 103 per cent increase from 2012. The level of funding available allowed for overall expenditure of USD 232 million.

The deteriorating humanitarian situation inside Syria led to the preparation of an initial inter-agency Syrian Humanitarian Assistance Response Plan (SHARP), which was revised upwards in mid-2013. UNHCR's requirements within the SHARP stood at USD 248.8 million.



## Budget, income and expenditure in Syrian Arab Republic | USD

Operation	PILLAR 1 Refugee programme	PILLAR 2 Stateless programme	PILLAR 4 IDP projects	Total
<b>FINAL BUDGET</b>	<b>84,237,975</b>	<b>708,327</b>	<b>232,978,404</b>	<b>317,924,706</b>
Income from contributions <sup>1</sup>	1,815,616	0	123,427,424	<b>125,243,040</b>
Other funds available / transfers	39,788,988	295,870	67,356,301	<b>107,441,159</b>
<b>Total funds available</b>	<b>41,604,604</b>	<b>295,870</b>	<b>190,783,725</b>	<b>232,684,199</b>

### EXPENDITURE BY OBJECTIVE

#### Favourable Protection Environment

Law and policy	259,189	36,984	4,506	<b>300,679</b>
Administrative institutions and practice	80,727	0	79,000	<b>159,727</b>
Access to legal assistance and remedies	179,972	0	0	<b>179,972</b>
Public attitude towards people of concern	227,078	0	1,941	<b>229,019</b>
<b>Subtotal</b>	<b>746,965</b>	<b>36,984</b>	<b>85,448</b>	<b>869,397</b>

#### Fair Protection Processes and Documentation

Reception conditions	195,899	0	0	<b>195,899</b>
Identification of statelessness	0	73,967	0	<b>73,967</b>
Registration and profiling	897,231	0	902	<b>898,133</b>
Status determination procedures	554,802	0	0	<b>554,802</b>
Individual documentation	160	0	0	<b>160</b>
Civil registration and status documentation	148,248	0	0	<b>148,248</b>
<b>Subtotal</b>	<b>1,796,339</b>	<b>73,967</b>	<b>902</b>	<b>1,871,209</b>

#### Security from Violence and Exploitation

Protection from crime	67	0	0	<b>67</b>
Prevention and response to SGBV	1,075,218	0	1,234,114	<b>2,309,332</b>
Freedom of movement and detention risk reduced	287,150	0	0	<b>287,150</b>
Protection of children	837,778	0	617,832	<b>1,455,611</b>
<b>Subtotal</b>	<b>2,200,213</b>	<b>0</b>	<b>1,851,946</b>	<b>4,052,160</b>

Operation	PILLAR 1 Refugee programme	PILLAR 2 Stateless programme	PILLAR 4 IDP projects	Total
<i>Basic Needs and Essential Services</i>				
Health	4,492,140	0	10,653,632	<b>15,145,772</b>
Reproductive health and HIV services	191	0	0	<b>191</b>
Food security	8,538,063	0	0	<b>8,538,063</b>
Water	50,503	0	0	<b>50,503</b>
Sanitation and hygiene	260,026	0	573,500	<b>833,526</b>
Shelter and infrastructure	164,097	0	5,312,892	<b>5,476,988</b>
Access to energy	0	0	238,881	<b>238,881</b>
Basic and domestic items	63,265	0	126,821,616	<b>126,884,881</b>
Services for people with specific needs	8,259,848	0	24,802,706	<b>33,062,554</b>
Education	2,229,690	0	1,611,434	<b>3,841,125</b>
<b>Subtotal</b>	<b>24,057,823</b>	<b>0</b>	<b>170,014,660</b>	<b>194,072,483</b>
<i>Community Empowerment and Self-Reliance</i>				
Community mobilization	1,145,289	0	1,752,358	<b>2,897,647</b>
Coexistence with local communities	49,249	0	0	<b>49,249</b>
Self-reliance and livelihood activities	1,431,451	0	1,175,298	<b>2,606,749</b>
<b>Subtotal</b>	<b>2,625,989</b>	<b>0</b>	<b>2,927,656</b>	<b>5,553,645</b>
<i>Durable Solutions</i>				
Voluntary return	664,601	0	0	<b>664,601</b>
Resettlement	749,110	0	1,022	<b>750,133</b>
Reduction of statelessness	0	184,919	0	<b>184,919</b>
<b>Subtotal</b>	<b>1,413,711</b>	<b>184,919</b>	<b>1,022</b>	<b>1,599,653</b>
<i>Leadership, Coordination and Partnerships</i>				
Coordination and partnerships	100,596	0	0	<b>100,596</b>
Donor relations and resource mobilization	463,087	0	0	<b>463,087</b>
<b>Subtotal</b>	<b>563,683</b>	<b>0</b>	<b>0</b>	<b>563,683</b>
<i>Logistics and Operations Support</i>				
Logistics and supply	972,276	0	8,103,088	<b>9,075,364</b>
Operations management, coordination and support	2,995,252	0	636,681	<b>3,631,934</b>
<b>Subtotal</b>	<b>3,967,528</b>	<b>0</b>	<b>8,739,770</b>	<b>12,707,298</b>
Balance of instalments with implementing partners	3,429,624	0	7,162,320	<b>10,591,944</b>
<b>Total</b>	<b>40,801,875</b>	<b>295,870</b>	<b>190,783,725</b>	<b>231,881,470</b>

<sup>1</sup> Income from contributions includes indirect support costs that are recovered from contributions to Pillars 3 and 4, supplementary budgets and the "New or additional activities – mandate-related" (NAM) Reserve. Contributions towards all pillars are included under Pillar 1.